CITY OF SEATTLE SHORT TERM RENTAL PUBLIC USER GUIDE
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Where do I apply for my license?

Seattle Services Portal

https://cosaccea.seattle.gov

You will need to set up an account before you can apply.

What do I need before I apply?

| Short-Term Rental Operator | • Valid City of Seattle business license tax certificate number (business license/customer number)  
|                           | • Rental Registration Inspection Ordinance (RRIO) registration number for secondary units  
|                           | • A Rental Registry document demonstrating you were operating the unit within the 12 months before 9/30/2017 for legacy units (required to upload) |
| Bed and Breakfast Operator | • Valid City of Seattle business license tax certificate (business license/customer number)  
|                           | • Washington State Transient Accommodation License number  
|                           | • A copy of your Washington State Transient Accommodation license (required to upload) |
| Platform                  | • Valid City of Seattle business license tax certificate (business license/customer number) if there is an office in Seattle. |
About Legacy Zones

An online version of this section can be found at the following URL:

Legacy short-term rental unit

A legacy short-term rental unit ("legacy unit") is one that has been in operation since prior to September 30, 2017 by an operator who:

- can provide a rental registry showing the dates on which the unit was rented in the year prior to September 30, 2017; and
- has maintained a current City of Seattle business license tax certificate from the beginning of the registry period to the present.

"Legacy unit" status is not transferable. This means that if the owner of a legacy unit sells that unit, it is no longer a legacy unit. If the operator of a rented legacy unit ceases to operate it (see "Downtown Urban Core" below), a different operator may not take over this work because the unit is no longer a legacy unit.

Seattle's short-term rental legislation is complex, and different provisions apply in each of three "legacy zones." These provisions affect the number and type of units you may add to your operator license. If you operate units in more than one legacy zone, you may only claim the provisions of one of those legacy zones. (When adding units to your operator license, make sure the first unit you add is located in that legacy zone.) You will need to make this decision, in conjunction with anyone else who has an ownership interest in your properties either as an individual or as an organization member. City staff cannot provide guidance about what decision will work best for your needs.

The information in this article applies only to legacy unit operators. If the conditions above do not apply to your unit or units and to you, you are not a legacy unit operator.

1. Downtown Urban Core

The Downtown Urban Core is the only area of the city in which non-owner occupants (i.e., renters) may operate legacy units. Upon the City's request, these operators must be able to provide a unit owner's written consent for its operation as a short-term rental unit.
An operator of legacy units in the Downtown Urban Core may operate an unlimited number of such units, including his or her primary residence.

2. **First Hill/Capitol Hill Urban Center**

This legacy zone is the only one in which the owner of a building constructed after 2012 and containing no more than five dwelling units may operate all of them as legacy units, in addition to his or her primary unit and up to one secondary unit (i.e., up to 5 units in the building plus two more).

There are very few such buildings. If you believe that your building is in this legacy zone, please call (206) 367-1267 to speak with a customer service representative.
3. **Greater Seattle**

Geographically, this legacy zone includes most of Seattle. The legislation allows an owner of legacy units in this area to operate up to two of them, as long as neither is the owner’s primary residence. But one year after the issuance of his or her operator license, this owner may also add his or her primary residence to that license.

For more information about legacy units please refer to FAS Short-term rental rules [STR-3 License and license applications](#).
How do I set up my Seattle Services Portal Account?

1. **CLICK**: Register for an Account

2. **READ**: General disclaimer
   
   **CLICK**: The checkbox to accept
Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the terms below to proceed.

General Disclaimer

For information about the collection, use, disclosure, sharing, security and retention of information gathered via this Web site, view the City of Seattle’s Online Privacy Principles, Statement and Policy.

The Public Records Act (PRA) requires the disclosure of public records.

I have read and accepted the above terms.

[Continue Registration »]
3. ENTER: Login information

Adding Contact Information

You must include your contact information when creating an account. The contact information you provide should be the contact information of the person or organization who will be applying for the license and to whom the license will be issued to.

4. CLICK: Add New
5. **SELECT**: A contact type  
**CLICK**: Continue

**ENTER**: Contact Information  
**CLICK**: Continue

**Note**: Select **Organization** if you are applying for an STR Operator License for a **property owned** by an LLC or other legal entity.

If a window displays, **CLICK**: Continue

The information you entered is not found. Click **Continue** to create a new account. Click **Cancel** to change the information.

**The email address** provided here is the one that **City** staff will use to **communicate** with you about your STR Operator License and the unit(s) you operate.
6. **CLICK:** Continue Registration

![Account Registration Step 2: Enter/Confirm Your Account Information](image)

7. **GO TO YOUR EMAIL:** And follow the activation instructions
Which application do I select?

Start at the Seattle Service Portal home page
https://cosaccela.seattle.gov

1. **LOGIN**: to your account
2. **SELECT**: Licenses – Short Term Rentals
3. **SELECT**: the appropriate application (see below for details)

### Select a Record Type

Choose one of the following Available record types. For assistance or to apply for a record type not listed below contact us. To view existing records or to make changes to your records, click on the My Records link above. After submitting, check your email for additional instructions.

#### Short-Term Rental License Applications

- Bed and Breakfast Rental Operator License Application
- Platform License Application
- Short-Term Rental Operator License Application

[Continue Application »](#)

<table>
<thead>
<tr>
<th><strong>Short-Term Rental Operator License Application</strong></th>
<th><strong>Platform License Application</strong></th>
<th><strong>Bed and Breakfast Operator License Application</strong></th>
</tr>
</thead>
</table>
| For hosts/operators to license their short-term rental units | For companies (e.g. AirBnB, Vrbo, etc.) that provide a forum for operators to list their short-term rental and bed and breakfast units to be booked. For this application, you will need your current City of Seattle Business License Number if you have an office in the City of Seattle | For hosts/operators who:  
- Meet the State of Washington's requirements to be a bed and breakfast  
- Have a Washington State Transient Accommodation License  
Meet Seattle Department of Construction and Inspections’ land use code requirements for bed and breakfasts in Seattle |

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Last updated: 8/15/2019
How do I apply for a Short-Term Rental Operator License?

This application is for hosts/operators to license their short-term rental units.

Start at the **Seattle Service Portal** home page

https://cosaccela.seattle.gov

1. **LOGIN**: to your account
2. **SELECT**: Licenses – Short Term Rentals
3. **SELECT**: Short-Term Rental Operator License Application  
   **CLICK**: Continue Application

4. **CLICK**: Select from Account
5. **CLICK**: Continue Application

If the information selected from your account isn't correct, go to **Account Management**. In the Contact Information section, click "Actions" to the right of your contact, and select "View". Make your changes and save.
6. **ENTER**: your City Business License/Customer Number

**CLICK**: outside of the field
The other City Business License Details fields populate
7. **SCROLL DOWN:** to Spouse Information
   **SELECT:** whether or not you are married
   If you are married:
   **ENTER:** your spouse’s first name, last name, and email address

   **NOTE:** The “Are you married?” question will not be available if applying as a business entity.

---

**Is my STR unit Legacy?**

Yes, if:
- Your City Business License was opened before 9/30/2017
- You can prove you were operating each unit within the 12 months before 9/30/2017.

For more information about Legacy, see the **About Legacy Zones** section in this document.

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8. **SCROLL DOWN:** to Legacy Operator
   **SELECT:** whether or not you were operating short-term rentals since before 9/30/2019.

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**Why do I need to provide my spouse’s information?**

The short-term rental ordinance allows a married couple to have only one operator license. They may not each obtain a separate license.

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Last updated: 8/15/2019
9. **SCROLL DOWN:** to Member or Owner List

**CLICK:** Add a Row

[MEMBER OR OWNER LIST]

List all organization members or property owners. Note: if you are a tenant (only applicable in legacy downtown urban center), you do not have to list the property owner.

No records found.

[Add Row] [Edit Selected] [Delete Selected]

[Save and Resume Later] [Continue Application »]

**ENTER:** the member or property owner's first name, last name, and email address

**CLICK:** Submit

[MEMBER LIST]

List all organization members or property owners. Note: if you are a tenant (only applicable in legacy downtown urban center), you do not have to list the property owner.

* First Name: [ ]  * Last Name: [ ]  * Email Address: [ ]

[Submit] [Cancel]

**REPEAT:** this step to add additional members or property owners.

**NOTE:** If you are an individual, you may not need to enter anything in the Member or Owner List section.
10. **CLICK:** Continue Application
11. **REVIEW**: the information on the page
   If information needs to be changed, **CLICK**: Edit
   **CLICK**: the checkbox to agree to confirm your compliance with City of Seattle requirements
   **CLICK**: Continue Application

   Please wait…

   After you click **Continue Application**, there are several processes happening behind the scenes. Please be **patient** while the page **loads**.
12. A Thank You page loads

!!! YOUR APPLICATION IS NOT COMPLETE !!!

What did I submit?

You submitted your application information – you still need to submit information about your units.

What else happened?

✉️ We sent you an email with instructions for adding units
✉️ We sent an email to your spouse, if applicable, to let them know about your application
✉️ We sent an email to your members or property owners, if applicable, to let them know they were listed on your application
13. **CLICK:** on My Records  
   **CLICK:** on Licenses – Short Term Rentals

14. **CLICK:** Add Units in the Action column of your Short-Term Rental License Application row
15. **CLICK**: Continue Application
Which unit do I add first?

If you operate legacy units, first add a legacy unit from the legacy region you wish to be your primary legacy region. You can find more information about legacy units in the About Legacy Zones section in this document.

16. READ: the information on this page
CLICK: Add Unit

17. ENTER: the unit address
CLICK: Search Address
18. **SELECT**: the correct address
   **CLICK**: Select Address

19. **ENTER**: the required information
   **NOTE**: New fields may appear depending on your selections

20. Documents may be required to be uploaded, red text will display on the bottom-right
    **CLICK**: Choose File
**NAVIGATE:** to the correct file

**SELECT:** the file

**CLICK:** Open
CLICK: Upload

The red text disappears when you have uploaded the required documentation, and green text displays indicating which document was uploaded.

CLICK: Verify Unit
If all of the information entered passes, a green message displays. A red message will display if the information cannot be verified.

**CLICK:** Save

**21. REPEAT:** steps 6-20 to add another unit, if necessary
What if I want to add more units later?

No problem! You can submit and pay for this one now, and add and pay for more later as long as you are within the maximum number of units allowed under City of Seattle requirements.
23. REVIEW: the information
   CLICK: the checkbox to confirm your compliance with City of Seattle Requirements
   CLICK: Continue Application

24. CLICK: Check Out
25. **CLICK:** Check Out

26. **ENTER:** Credit Card Information and Credit Card Holder Information

   **CLICK:** Submit Payment

---

Please wait…

After you click **Submit Payment**, there are **several processes** happening behind the scenes. Please be **patient** while the page loads.
27. A Thank You page loads, and your license is issued.

Thank You

Your information has been submitted. Depending on your record type, additional action may be required. Go to My Records to view actions and check your email for additional instructions.
What do I need to include on each listing?

You need to include your Short-Term Rental Operator License record number or Bed and Breakfast Rental Operator License record number on every listing. Below are the steps to get to that number and print your license. Printing the license is not required, but is available to you.

Start at any page in the Seattle Service Portal
https://cosaccela.seattle.gov
1. LOGIN: to your account
2. CLICK: on My Records
   CLICK: on Licenses - Short Term Rentals
3. **LOCATE**: the Short Term Rental Operator License or Bed and Breakfast Rental Operator License record type, and then the record number for the same row. The value the format **STR-OPLI-XX-XXXXXX** or **STR-BB-OPLI-XX-XXXXXX** is your license number.
4. **CLICK:** on the record number of your Short-Term Rental Operator License or Bed and Breakfast Rental Operator License
5. **CLICK**: on Attachments
The steps below may be different on your computer depending on your operating system, your internet browser, or your internet browser settings.

The following steps are in Chrome in Windows 10.

6. **CLICK**: on Operator License report.pdf

![Operator License report.pdf]

7. The file appears on the bottom bar of the browser.

   **CLICK**: on the file

![Operator License report.pdf]
8. The license opens in a new tab
   **CLICK:** the print icon at the top of the page and follow the prompts to print
How do I apply for a Bed and Breakfast Operator License?

Start at the Seattle Service Portal home page
https://cosaccela.seattle.gov

1. **LOGIN:** to your account or see How do I set up my Seattle Services Portal Account in this document

2. **SELECT:** Licenses - Short Term Rentals
3. **SELECT**: Bed and Breakfast Rental Operator License Application  
   **CLICK**: Continue Application

4. **CLICK**: Select from Account
If the information selected from your account isn't correct, go to **Account Management**. In the Contact Information section, **click “Actions”** to the right of your contact, and **select “View”**. Make your changes and **save**.
6. **ENTER**: Your City Business License/Customer Number

7. **CLICK**: outside of the field

   The other City Business License Details fields populate
8. **SCROLL DOWN** to Member or Owner List

**CLICK:** Add a Row

**ENTER:** the member or property owner's first name, last name, and email address

**CLICK:** Submit

**REPEAT:** this step to add additional members or property owners.

**NOTE:** If you are an individual, you may not need to enter anything in the Member or Owner List section.
9. **CLICK**: Continue Application

![Continue Application Button](image_url)

**MEMBER OR OWNER LIST**

List all organization members or property owners, including anyone on the property deed. Note: if you are a tenant (only applicable in legacy downtown urban center), you do not have to list the property owner.

**Showing 1-1 of 1**

<table>
<thead>
<tr>
<th></th>
<th>First Name</th>
<th>Last Name</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Jayne</td>
<td>Dough</td>
<td><a href="mailto:Jayne@dough.co">Jayne@dough.co</a></td>
</tr>
</tbody>
</table>

**Actions**

- Add a Row
- Edit Selected
- Delete Selected

**Save and Resume Later**

**Continue Application**
10. **CLICK**: the checkbox to confirm your compliance with City of Seattle requirements

**CLICK**: Continue Application
11. A Thank You page loads

!!! YOUR APPLICATION IS NOT COMPLETE !!!

**Seattle Services Portal**

- Home
- My Records
- Help

**Thank You**

Your information has been submitted. Depending on your record type, additional action may be required. Go to My Records to view actions.

---

**What did I submit?**

You submitted your application information – you still need to submit information about your units.

**What else happened?**

- We sent you an email with instructions for adding units
- We sent an email to your members or property owners, if applicable, to let them know they were listed on your application
12. **CLICK:** on My Records
   **CLICK:** on Licenses - Short Term Rentals

13. **CLICK:** Add Units in the Action column of your Bed and Breakfast Rental License Application row
14. **CLICK**: Continue Application on the Contact Information page
15. **READ:** The information on this page  
**CLICK:** Add Unit

![Unit Amendment]

16. **ENTER:** the unit address  
**CLICK:** Search Address

![Search Address]

Last updated: 8/15/2019
17. **SELECT:** the correct address
   **CLICK:** Select Address

18. **ENTER:** the required information
   **NOTE:** New fields may appear depending on your selections
Uploading Documents

Note: the document upload section may look different depending on your browser. These instructions are for Google Chrome in Windows 10.

19. You are required to upload a copy of your Washington State Transient Accommodation License, red text will display on the bottom-right

**CLICK:** Choose File

**NAVIGATE:** to the correct file
SELECT: the file
CLICK: Open

CLICK: Upload
The red text disappears when you have uploaded the required documentation, and green text displays indicating which document was uploaded.

**CLICK:** Verify Unit

If all of the information entered passes, a green message displays. A red message will display if the information cannot be verified.

**CLICK:** Save

20. **REPEAT:** steps 6-20 to add another unit, if necessary
21. **CLICK:** Submit Units

**CLICK:** Continue Application

What if I want to add more units later?

No problem! You can submit and pay for this one now, and add and pay for more later as long as you are within the maximum number of units allowed under City of Seattle requirements.
22. **REVIEW:** the information

**CLICK:** the checkbox to confirm your compliance with City of Seattle Requirements

**CLICK:** Continue Application

23. **CLICK:** Check Out
24. **CLICK**: Check Out

![Cart](image)

28. **ENTER**: Credit Card Information and Credit Card Holder Information

**CLICK**: Submit Payment

---

Please wait...

After you click **Submit Payment**, there are several processes happening behind the scenes. Please be **patient** while the page loads.
A Thank You page loads, and your license is issued.

Thank You

Your information has been submitted. Depending on your record type, additional action may be required. Go to My Records to view actions and check your email for additional instructions.
How do I apply for a Platform License?

Start at the Seattle Service Portal home page
https://cosaccela.seattle.gov

1. **LOGIN**: to your account
2. **SELECT**: Licenses - Short Term Rentals
3. **SELECT**: Platform License Application
   **CLICK**: Continue Application

4. **CLICK**: Select from Account
5. **CLICK**: Continue Application

25. **SELECT**: whether or not your business has an office in the City of Seattle.

**ENTER**: the address to your office in Seattle (if applicable)
CLICK: Search

SELECT: the correct address
CLICK: Select
**ENTER**: Business License/Customer Number (if you have an office in Seattle)

**CLICK**: outside of the field

The other City Business License Details fields populate
6. **CLICK**: Continue Application

29. **REVIEW**: the information

    **CLICK**: the checkbox to confirm your compliance with City of Seattle Requirements
CLICK: Continue Application
A Thank You page loads, and your license is issued.

Thank You

Your information has been submitted. Depending on your record type, additional action may be required. Go to My Records to view actions and check your email for additional instructions.
How do I update my marital status on my Short-Term Rental Operator License?

Start at the Seattle Service Portal home page
https://cosaccela.seattle.gov

1. **LOGIN:** to your account
2. **CLICK:** on My Records
   **CLICK:** on Licenses – Short Term Rentals
3. **LOCATE**: your Short-Term Rental Operator License  
   **CLICK**: Add/Edit Units or Manage License

4. **SELECT**: Operator License Amendment  
   **CLICK**: Continue Application
5. **CLICK**: Continue Application

6. **SELECT**: No to Would you like to Cancel your License

   **SELECT**: whether or not you would like to remove your spouse
**SELECT**: whether or not you would like to add a spouse

**SELECT**: whether or not you are married

**ENTER**: your current spouse’s First Name, Last Name, and Email (if married/adding a spouse)

**CLICK**: Continue Application
7. **CLICK:** Continue Application

8. **REVIEW:** the information

  **CLICK:** the checkbox to confirm your compliance with City of Seattle Requirements
CLICK: Continue Application
9. A Thank You page loads, and your marital status is updated.

Thank You

We received your information.
How do I cancel my Platform License?

Start at the Seattle Service Portal home page
https://cosaccelea.seattle.gov

1. **LOGIN**: to your account
2. **CLICK**: on My Records
   **CLICK**: on Licenses - Short Term Rentals
3. **LOCATE**: your Platform License  
**CLICK**: Submit Report/Manage License

4. **CLICK**: Continue Application
5. **SELECT**: Yes to “Would you like to cancel your license?”

**CLICK**: Continue Application

6. Red warning text displays

**CLICK**: Continue Application

7. **REVIEW**: the information

**CLICK**: the checkbox to confirm your compliance with City of Seattle Requirements
CLICK: Continue Application

A Thank You page loads, and your license is canceled.

How do I add a unit to my license?
Start at the **Seattle Service Portal** home page

https://cosacела.seattle.gov

1. **LOGIN**: to your account
2. **CLICK**: on My Records
   - **CLICK**: on Licenses – Short Term Rentals
3. **LOCATE:** The Short-Term Rental Operator License row  
   **CLICK:** on Add/Edit Units or Manage License in the action column

4. **SELECT:** Unit Amendment  
   **CLICK:** Continue Application
5. **CLICK:** Continue Application
6. **CLICK:** Add Unit

![Unit Amendment](image)

- **Enter:** the unit address
- **CLICK:** Search Address

![Search Address](image)
8. **SELECT:** the correct address

**CLICK:** Select Address

9. **ENTER:** the required information

**NOTE:** New fields may appear depending on your selections

10. Documents may be required to be uploaded, red text will display on the bottom-right

**CLICK:** Choose File
NAVIGATE: to the correct file
SELECT: the file
CLICK: Open
CLICK: Upload

The red text disappears when you have uploaded the required documentation, and green text displays indicating which document was uploaded.

CLICK: Verify Unit
If all of the information entered passes, a green message displays. A red message will display if the information cannot be verified.

**CLICK:** Save

11. **REPEAT:** steps 6-20 to add another unit, if necessary
12. **CLICK**: Submit Units

13. **CLICK**: Continue Application

14. **REVIEW**: the information

   **CLICK**: the checkbox to confirm your compliance with City of Seattle Requirements
**CLICK:** Continue Application

---

**15. CLICK:** Check Out
16. **CLICK**: Check Out

![Cart page](image)

17. **ENTER**: Credit Card Information and Credit Card Holder Information

**CLICK**: Submit Payment

![Payment Options](image)

Please wait…

After you click **Submit Payment**, there are several processes happening behind the scenes. Please be **patient** while the page loads.
18. A Thank You page loads, and your license has been updated with the additional unit.

**Thank You**

Your information has been submitted. Depending on your record type, additional action may be required. Go to **My Records** to view actions and check your email for additional instructions.
How do I remove a unit from my license?

Start at the **Seattle Service Portal** home page

[https://cosacella.seattle.gov](https://cosacella.seattle.gov)

19. **LOGIN:** to your account

20. **CLICK:** on My Records

   **CLICK:** on Licenses - Short Term Rentals
21. **LOCATE:** The Short-Term Rental Operator License row  
**CLICK:** on Add/Edit Units or Manage License in the action column

22. **SELECT:** Unit Amendment  
**CLICK:** Continue Application
23. **CLICK:** Continue Application

Unit Amendment

This process is to add units to a license or license application or remove units. You will need the address(es) of the unit(s) you wish to operate in the City of Seattle. If you are registering units operated before September 30, 2017, enter those units first. The first unit you enter will determine your legacy region.

For more information about legacy regions, see this article: https://seattlegov.zendesk.com/hc/en-us/articles/360026663114-About-Legacy-Zones. For legacy units, you will also be required to upload a Rental Registry of the units the unit was booked in the 12-month period prior to September 30, 2017.

If you are listing a unit as a primary property, you may have to provide documentation proving the address is your primary residence.

If you are listing a unit as a secondary property, you will first need to register with Rental Registration & Inspection Ordinance (RPIO). You will need the RPIO registration number to complete this application.

To register with RPIO, return to the home page of the Seattle Services Portal, locate the Create New section, and select “Rental Housing Registration (RPIO).”

If you are registering units that meet the State of Washington’s requirements to be a bed and breakfast, you will need a copy of your Washington State Transient Accommodation License for upload, and the license number for each property.

*Indicates a required field

Applicant

The contact below is as currently listed on the parent license or application record.

**Contact Information**

- **Name:** hello jade
- **Address:** 1231 
SEATTLE, WA 98121
- **Email:** hello@jade.co
- **Primary Phone:** (1)505-936-4095
- **Secondary Phone:**

[Continue Application button]
24. **CLICK**: The Remove box for the unit you wish to remove

**CLICK**: Submit Units
25. **CLICK**: Continue Application

![Image of the application form with instructions to continue application]

26. **REVIEW**: the information

   **CLICK**: the checkbox to confirm your compliance with City of Seattle Requirements

   **CLICK**: Continue Application

![Image of the unit amendment form with instructions to review information and continue application]
27. A Thank You page loads, and your license is updated to reflect the removed unit.

Thank You

Your information has been submitted. Depending on your record type, additional action may be required. Go to My Records to view actions and check your email for additional instructions.